INFORMATION SYSTEMS ANALYST SERIES

CALIFORNIA STATE GOVERNMENT

Open – Continuous Statewide Examination

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

EXAM SERIES	This examination bulletin consists of the entire Information Systems Analyst series. The series consists of:

Assistant Information Systems Analyst	LM96/1479
Associate Information Systems Analyst (Specialist)	LM92/1470
Associate Information Systems Analyst (Supervisor)	LM90/1471
Staff Information Systems Analyst (Specialist)	LM86/1312
Staff Information Systems Analyst (Supervisor)	LM84/1316
Senior Information Systems Analyst (Specialist)	LM82/1337
Senior Information Systems Analyst (Supervisor)	LM80/1340

WHO SHOULD APPLY

Applicants who meet the minimum qualifications as stated below. This is an open examination. Applications will not be accepted on a promotional basis. Career credits do not apply.

LIST ELIGIBILITY TRANSFERS

There will be no eligibility transfers allowed to or from these eligibility lists under any circumstances.

HOW TO APPLY

The Application and the Training and Experience questionnaire are available on a continuous basis on the Internet. When applying on line, applicants will be asked questions pertaining to their ability to meet the established minimum qualifications. Once Applicants have met the minimum qualifications, they may access, complete, and submit the Training and Experience Questionnaire which is available on-line.

DO NOT SUBMIT A STATE APPLICATION FORM. THE APPLICATION FORM FOR THESE EXAMINATIONS IS INCLUDED IN THE INTERNET PROCESS.

If you do not have Internet access, there are public access internet terminals in over 150 California public libraries. Contact your local library for information as to where the nearest Internet terminal is located and the policies related to usage. DO NOT contact the State Personnel Board for this information as it does not maintain an up-to-date list of library locations. The State Personnel Board has Internet terminals that are available for public use in Sacramento at no cost. For more information, contact the Service Center at (916) 653-1705.

To apply and take the examination on the Internet connect to:

www.spb.ca.gov/examstart/

Once logged on to the above web page, follow the Internet instructions.

HOW TO APPLY (CONTINUED)	Please note that the Internet system will be unavailable on Tuesdays, between 8:00 a.m. and 4:00 p.m., Pacific Standard Time for processing and maintenance. DO NOT begin the application process on the Internet during this time, as your record will NOT be processed. If you begin the examination before 8:00 a.m. on a Tuesday, be sure to allow sufficient time to complete the examination. It takes approximately30 minutes to complete the Application and the Training and Experience Questionnaire on the Internet if you have prepared your answers to the exam questions prior to starting the examination on-line. You may review the examination questions on-line prior to submitting your application. You may also take the examination in sections, however, your full and complete examination must be submitted on-line within 30 days of your initial examination entry on the Internet.
EXAMINATION INFORMATION	To obtain a position on the eligible list, applicants must achieve a minimum rating of 70% on the Internet examination. **This examination will consist of a Training and Experience Questionnaire Internet examination – Weighted 100%.**
SPECIAL TESTING ARRANGEMENTS	If you are disabled and need special assistance or special testing arrangements, contact the State Personnel Board at (916) 653-1502, Telecommunications Device for the Deaf (TDD), (916) 654-6336, or via California Relay (Telephone) Service for the deaf or hearing impaired: From TDD phones: 1-800-735-2929. From voice phones: 1-800-735-2922.

SALARY RANGE	Assistant Information Systems Analyst:	Range A:	$2764-3048
		Range B:	$2851-3300
		Range C:	$3418-4155
	Associate Information Systems Analyst (Specialist):		$4110-4997
	Associate Information Systems Analyst (Supervisor):		$4110-4997
	Staff Information Systems Analyst (Specialist):		$4507-5480
	Staff Information Systems Analyst (Supervisor):		$4507-5480
	Senior Information Systems Analyst (Specialist):		$4958-6026
	Senior Information Systems Analyst (Supervisor):		$4958-6026

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	All applicants must meet the education and/or experience requirements on the date they complete and submit their application via the Information Systems Analyst Series Internet Application Process.
MINIMUM QUALIFICATIONS	**NOTE: Experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to other patterns to meet the total experience requirement.**

MINIMUM QUALIFICATIONS (CONTINUED)	**ASSISTANT INFORMATION SYSTEMS ANALYST**

ASSISTANT INFORMATION SYSTEMS ANALYST

Either I

One year of experience in the California state service performing duties comparable to an Information Systems Technician (Range C), a Computer Operator (Range C), or a Programmer I (Range B).

Or II

One year of progressively responsible analytical experience in performing a variety of information technology systems analysis, design, development, installation, implementation, procurement, or technical support duties in connection with information technology systems, multifunction office automation systems, microcomputer systems, or teleprocessing networks, including independent analysis in one or more of these areas.

Or III

Completion of at least 60 semester or 90 quarter units at a recognized college or university, of which 12 semester or 18 quarter units are comprised of information technology-related coursework.

ASSOCIATE INFORMATION SYSTEMS ANALYST (SPECIALIST)
ASSOCIATE INFORMATION SYSTEMS ANALYST (SUPERVISOR)

Either I

One year of experience in the California state service performing duties comparable to an Assistant Information Systems Analyst (Range C); Programmer II; Information Systems Technician Specialist II; Information Systems Technician Supervisor II; Computer Operations Specialist II; or Computer Operations Supervisor II.

Or II

Eighteen months of progressively responsible analytical experience in performing a variety of information systems analysis, design, development, installation, implementation, procurement, or technical support duties in connection with information technology systems, multifunction office automation systems, microcomputer systems, or teleprocessing networks. At least one year of this experience must include completion of analytical studies for the support, development, installation, implementation, or procurement of information technology systems.

Or III

Equivalent to graduation from a recognized college or university with a minimum of 24 semester or 36 quarter units in information technology-related coursework. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.) (Equivalent to graduation from college means a Bachelor's degree.)

MINIMUM QUALIFICATIONS (CONTINUED)	**STAFF INFORMATION SYSTEMS ANALYST (SPECIALIST)** **STAFF INFORMATION SYSTEMS ANALYST (SUPERVISOR)**

STAFF INFORMATION SYSTEMS ANALYST (SPECIALIST)
STAFF INFORMATION SYSTEMS ANALYST (SUPERVISOR)

Either I

One year of experience in the California state service performing duties comparable to an Associate Information Systems Analyst (Specialist) or an Associate Information Systems Analyst (Supervisor).

Or II

Two years of progressively responsible analytical experience performing a variety of information technology systems analysis, design, development, installation, implementation, procurement, or technical support duties in connection with information technology systems, multifunction office automation systems, microcomputer systems, or teleprocessing networks or analysis of operational methods and designing information technology systems to meet desired results. At least one year of this experience must include leadership on an information technology project, or participation with other analysts on information technology systems studies of complex nature or broad scope.

Or III

Thirty semester units or 45 quarter units of graduate work in information technology-related coursework from a recognized college or university.

SENIOR INFORMATION SYSTEMS ANALYST (SPECIALIST)
SENIOR INFORMATION SYSTEMS ANALYST (SUPERVISOR)

Either I

One year of experience in the California state service performing duties comparable to a Staff Information Systems Analyst (Specialist) or Staff Information Systems Analyst (Supervisor).

Or II

Two years of experience in the California state service performing duties comparable to an Associate Information Systems Analyst (Specialist) or Associate Information Systems Analyst (Supervisor).

Or III

Thirty months of progressively responsible analytical experience performing a variety of information technology systems analysis, design, development, installation, implementation, procurement, or technical support duties in connection with information technology systems, multifunction office automation systems, microcomputer systems, or teleprocessing networks, which shall have included responsibility for analyzing operational methods and designing information technology systems to meet desired results. At least one year of this experience must include leadership on complex information technology studies or systems, responsibility for resolution of complex information technology problems, or as an advanced technical specialist performing complex analytical studies.

ELIGIBLE LIST INFORMATION	A candidate may test only once in a 6-month period. Names of successful competitors are merged onto the eligible list in order of final scores, regardless of test date. The names will remain on the list for a period of 12 months.

TRAINING AND EXPERIENCE QUESTIONNAIRE SCOPE

Classification	Questions
Assistant Information Systems Analyst:	**1-3**
Associate Information Systems Analyst (Specialist):	**1-5**
Associate Information Systems Analyst (Supervisor):	**1-6**
Staff Information Systems Analyst (Specialist):	**1-5**
Staff Information Systems Analyst (Supervisor):	**1-6**
Senior Information Systems Analyst (Specialist):	**1-5**
Senior Information Systems Analyst (Supervisor):	**1-6**

- - - - - - - - - - - - - - - - -

Question #1 System Problems

This question is required for all levels of the Information Systems Analyst examination.

Information Systems Analysts typically analyze and resolve information technology (IT) system problems. The following question will be used to evaluate your experience, training, and/or education analyzing and resolving system problems.

Please describe the type(s) of IT system problem(s) you have encountered. Please provide specific details in the following areas:

- the scope, cause, and the impact of the problem(s)
- your role and responsibilities in the problem solving process (such as project manager, project or team leader, team member, user)
- the steps you took to identify and resolve the problems
- the outcome or the problem resolution

Question #2 Analysis of Business Processes

This question is required for all levels of the Information Systems Analyst examination.

Information Systems Analysts typically analyze manual processes and develop automation recommendations. The following question will be used to evaluate your experience, training, and/or education analyzing manual processes and developing automation recommendations.

Please describe the type(s) of manual process(es) you have analyzed or studied.

Please provide specific details in the following areas:

- a description of the process(es)
- your role and responsibilities in the analysis process (such as project manager, project or team leader, team member, user)

TRAINING AND EXPERIENCE QUESTIONNAIRE SCOPE (CONTINUED)

- the steps you took to analyze the manual process(es) and develop automation recommendation(s) AND/OR the content of the training you received as it relates to the analysis of business processes
- your recommendation(s), if applicable
- the associated benefits and/or improvements related to your recommendation(s) AND/OR the benefits of automating a manual process

Question #3 Monitoring Operational Integrity
This question is required for all levels of the Information Systems Analyst examination.
An Information Systems Analyst monitors an information technology (IT) system for operational integrity and performance on a routine basis. The following question will be used to evaluate your experience, training, and/or education monitoring IT systems.
Please describe the type(s) of IT system(s) you have monitored.
Please provide specific details in the following areas:
- the type, size, complexity, and function of the system(s)
- your role and responsibilities in the system monitoring process (such as project manager, project or team leader, team member, user)
- the activities you performed and the tools you used to monitor the system(s) AND/OR the system monitoring activities you have been trained to perform
- the benefits of having such ongoing monitoring

Question #4 Testing
This question is required only for the Associate, Staff, and Senior levels of the Information Systems Analyst examination.
An Information Systems Analyst performs hardware, software, or system testing. The following question will be used to evaluate your experience, training, and/or education performing testing activities.
Please describe your experience, training, and/or education performing hardware, software, or system testing AND/OR planning or directing hardware, software, or system testing.
Please provide specific details in the following areas:
- the type(s) of hardware, software, or system(s) tested (including information about the size, complexity, and function)
- your role in the testing process (such as project manager, project or team leader, team member, user)
- the steps you took to conduct the test(s)
- the steps you took to analyze the result(s)
- the type(s) of problem(s) or issue(s) you encountered with your testing activities

TRAINING AND EXPERIENCE QUESTIONNAIRE SCOPE (CONTINUED

- your recommendation(s) for handling exceptions
- the type of documentation you used and/or developed

Question #5 Project or Team Leader

This question is required only for the Associate, Staff, and Senior levels of the Information Systems Analyst examination.

An Information Systems Analyst may be involved in information technology (IT) projects or studies as a project manager or team leader. The following question will be used to evaluate your experience, training, and/or education as a project manager or team leader.

Please describe your experience, training, and/or education as a project manager or team leader.

Please provide specific details in the following areas:

- a description of the type(s) of project(s) you managed or the type(s) of team(s) you led
- a description of the project size, scope, complexity, budget, and/or team function
- your role and responsibilities as a project manager or team leader, AND/OR the content of the training you have received as it relates to the role and responsibilities of a project or team leader
- the activities you performed to manage the project or lead the team, if applicable

Question #6 Supervision

This question is required only for the Supervisor levels of the Information Systems Analyst examination.

Please describe your experience, training, and/or education as a supervisor.

Include a detailed description of the following:

- the number and classification of staff you supervise(d)
- the length of time you have been a supervisor
- a description of projects assigned to the staff you supervise(d)
- a description of the tasks performed by the staff you supervise(d)
- your role and responsibilities as the supervisor
- the content of supervisory training you may have received

POSITION DESCRIPTION

ASSISTANT INFORMATION SYSTEMS ANALYST

This is the entry and first journey level. Positions may be permanently allocated to this class when the major portion of tasks performed do not include the more responsible, varied, and difficult analytical assignments found at the full journeyperson level. Under supervision, incumbents perform work of average difficulty in analytical studies for the support, development, installation, implementation, or procurement of information technology systems, and teleprocessing networks and/or systems.

POSITION DESCRIPTION (CONTINUED)	**ASSOCIATE INFORMATION SYSTEMS ANALYST (SPECIALIST)**

ASSOCIATE INFORMATION SYSTEMS ANALYST (SPECIALIST)

This is the full journey level. Under general supervision, incumbents perform a variety of tasks in connection with the analysis, development, installation, implementation, procurement, or support of information technology systems, multifunction automated office systems, microcomputer systems, and teleprocessing networks and/or systems; and/or act as project leader on information technology system studies; and/or participate with other analysts on information technology systems studies of a complex nature or broad scope.

ASSOCIATE INFORMATION SYSTEMS ANALYST (SUPERVISOR)

Under general supervision, acts as supervisor on projects or information technology systems of standard complexity.

STAFF INFORMATION SYSTEMS ANALYST (SPECIALIST)

Under general supervision, acts as a project leader on complex information technology studies or systems, works on complex information technology systems problems, and serves as the advanced technical specialist performing complex analytical studies and activities on complex information technology systems, projects, and/or teleprocessing networks/systems.

STAFF INFORMATION SYSTEMS ANALYST (SUPERVISOR)

This is the working supervisor level. Under general supervision, supervises a small staff of analysts performing a wide variety of analytical activities in support of complex information technology systems and/or teleprocessing networks/systems.

SENIOR INFORMATION SYSTEMS ANALYST (SPECIALIST)

Under general direction, acts as project leader on the most complex information technology systems, works on the most complex information technology system problems, and independently performs the most complex studies and activities on the most complex information technology systems and/or teleprocessing networks/systems.

SENIOR INFORMATION SYSTEMS ANALYST (SUPERVISOR)

This is the full supervisory level. Under general direction, supervises a medium size staff of analysts performing a wide variety of analytical activities in support of the most complex information technology systems and/or teleprocessing networks/systems.

TESTING PERIOD	The testing period for these classifications is six (6) months. You may take the examination at any time. Once you have taken the examination, you may not reapply for six (6) months.

VETERANS PREFERENCE	Veterans' preference points will be added to the final score of all competitors in this examination who qualify for, and have requested these points and who are successful in this examination. Due to changes in the law, which were effective January 1, 1996, VETERANS WHO ACHIEVE PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS' PREFERENCE POINTS.
QUESTIONS	If you have any questions concerning this announcement, please contact the State Personnel Board, Examination Services Unit, 801 Capitol Mall, P.O. Box 944201, Sacramento, CA 94244-2010, (916) 653-1502, TDD (916) 654-6336.

GENERAL INFORMATION

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited to or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on the bulletin. In the case of continuous testing examinations, names are merged in to the appropriate eligible list in order of final test scores (except as modified by veterans preference credits) regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Interview Scope: If an interview is conducted, in addition to the scope described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self development.

Veterans' preference: California law limits the granting of veterans' preference points in open entrance examinations and open, non-promotional examinations. Credit in open entrance examinations is granted as follows: 10 points for veterans, widows or widowers of veterans, and spouses of 100 percent disabled veterans and 15 points for disabled veterans. Credit in open, non-promotional examinations is granted as follows: Five (5) points for veterans; and 10 points for disabled veterans. Directions for applying for veterans preference are on the Veterans Preference Application form which is available from the State Personnel Board office, written test proctors, and the Department of Veterans Affairs, P.O. Box 1559, Sacramento, CA 95807.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the state Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

CALIFORNIA STATE PERSONNEL BOARD
P.O. Box 944201 – 801 Capitol Mall
Sacramento, CA 94244-2010
(916) 653-1502 – TDD: (916) 653-6336